



U.S. AIR FORCE

PSD FLIGHT



April 2005

PSD Flight

Welcome to the **PSD Flight** Newsletter. Our purpose is to provide MSS Commanders brief updates on the progress of the PSD Transformation Initiative with links to more in-depth information on the PSD portal site.

PSD Mission

- Transform the way in which personnel and manpower services are delivered
- Effectively deploy new technology and transform business processes & organizations
- Meet the demand for anytime, anywhere self-service

AF Initiative Links

- [DIHMRS](#)
- [NSPS](#)
- [Force Development](#)

Have a Question?
Please send a note to PSD mailbox....

PSD.Transformation@pentagon.af.mil

PSD Portal Site is Coming... We invite you to visit our new PSD portal site, where you will find information on the latest developments on PSD including: program highlights, briefings, Lt Gen Brady communications, and FAQs. Check out the Communications Toolkit, with presentations that you can use to spread the word about PSD Transformation. The site will be accessible to the Total Force, and will supplement information from Field Activities for the personnelist community. This is your site, and we welcome your comments and suggestions via the PSD mailbox.

The "PSD Vision" Video... We have developed a 14-minute video presentation that showcases how PSD seeks to improve personnel operations in the future for all Airmen. Watch it on the PSD Transformation portal site.

Customer Satisfaction Survey Results... In early October a Customer Satisfaction Survey was sent to over 14,000 active-duty, civilian and reserve Airmen to set a baseline for measuring service improvement as personnel services are transformed over time. The response rate was 43% with an overall customer satisfaction rating of 77%. Although our target satisfaction is 95% as defined in Goal 6 of the Personnel Strategic Plan, your feedback confirms that the DP Initiatives underway will serve to increase our satisfaction rating in the future. Key feedback included:

- Customers want more timely, complete, and accurate resolution of issues
- Large percentage prefer using the Portal for personnel/pay activities

- Customers lack familiarity with the services provided by AFPC Contact Center

Spreading the Word...

Maj Erin Moran, MSS/CC at Andrews, published an article in the Andrews AFB Capital Flyer newspaper—"Change: Improving on Tomorrow." She encourages personnelists to prepare for ongoing change in the DP community, and to help all Airmen understand how they fit into the Air Force's transformation efforts. "Technology," says Maj Moran, "will be a key part of transforming the way we deliver personnel service to our customers, our Airmen. The



role of the personnelist will change to more of an advisory role to commanders at the unit level, with readiness at the forefront of their mission." Kudos to Maj Moran for "Spreading the Word." Use this [link](#) to read the full article.

PSD FAQs... The questions you send to the PSD mailbox will be answered in future FAQs.

Q: Is there a chance of funding getting diverted from PSD and other DP initiatives to fund DIMHRS?

A: No. This is just a rumor and far from the truth. PSD is working very closely with DIMHRS to fully understand what DIMHRS will deliver and when. This will ensure that we can design the PSD service delivery model to complement DIMHRS functionality and timing. To date no funds have been diverted from PSD.